

# SUMMARY OF MARYLAND INITIAL CONSULTATION



This Summary of Maryland Initial Consultation Report was prepared by the Maryland Department of Information Technology using funds under award 24-10-S13024 from the National Telecommunications and Information Administration (NTIA), U.S. Department of Commerce (DOC). The statements, findings, conclusions, and recommendations are those of the author(s) and do not necessarily reflect the views of the NTIA, DOC, or FirstNet.

July 31<sup>st</sup>, 2014

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# Initial Consultation Checklist

## Key Points:

- **Don't let the "perfect" be the enemy of the "good"**
  - We responded with partial answers since we felt we needed more details from FirstNet to truly cover some topics like coverage and eligible users.
- **Attendees** – We settled on a wide range of expertise:
  - Executive leadership including our Governor for a short period, Congressional and State legislative staff along with our Association of Counties.
  - Public Safety representatives from State and local agencies
  - CIO/IT representatives who understand our State fiber, microwave, towers and security assets.
  - National Governors Association as observers since this was the first consultation

## Lesson Learned

You can't invite everybody...  
 Be careful to communicate to those stakeholders who are **not** invited to tell them how to get updates from the meeting and provided ongoing input as consultation continues.



### FINAL Attendee List

State of Maryland Initial Consultation  
 with FirstNet  
 7/29/14  
 Annapolis, Maryland

#### Executive Participants:

Agency
Governor
Maryland State Police Superintendent
Advisor Governor's Office of Homeland Security
Director of Cyber Security
Deputy Secretary & Chief Technology Officer Department of Information Technology
Executive Director Maryland Emergency Management Agency
Governor's Federal Relations Director
House of Delegates, District 10 and Statewide Interoperability Executive Committee member
Chief of Staff Lieutenant Governor's Office

#### Maryland Broadband Team:

Statewide Interoperability Director and FirstNet Single Point of Contact (SPOC)
State Broadband Outreach Coordinator
Regional Coordinator
Regional Coordinator
Regional Coordinator
Regional Coordinator
Grants and Program Coordinator

#### State Agency Participants:

Emergency Number Systems Board Executive Director
Deputy Geographic Information Officer Department of Information Technology
Wireless Communications Division Director, Department of Natural Resources
Commander, Information Technology Division Maryland State Police
Chief of IT and Communications Maryland Institute of Emergency Medical Services System
Program and Policy Analyst Governor's Office of Homeland Security
Radio System Director Department of Information Technology
Homeland Security Director Maryland Department of Transportation

Director, Communications Services Department of Information Technology
Maryland National Guard
Maryland National Guard

#### Local Participants:

Battalion Chief Communications/IT Baltimore City Fire Department
Deputy Director Washington County Emergency Services

#### Invited Guests:

Policy Analyst Maryland Association of Counties
National Governors Association

#### Congressional Guests:

Deputy District Director Congressman Steny Hoyer
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## Lesson Learned

Include more public safety folks with incident command experience to discuss specific events and how FirstNet would help.

## Meeting Logistics

- We used a large State conference room with round tables
- Podium and audio/video for presentations
- Breakfast and lunch delivered
- Governor's schedule was most difficult to coordinate
- FirstNet provided workbooks for attendees
- Press not invited due to discussion of critical assets but provision for after event interviews were included (see communication plan)



## Lessons Learned

- Where possible, have Governor or senior official at beginning to welcome and ask questions
- Tables in U shape would have been more conducive to including all attendees in discussions
- Have photographer to record some of the event for press and internal use

# Agenda



## FirstNet and State Initial Consultation Meeting

8:30	Welcoming Remarks	Governor (or Senior State Official)  Senior FirstNet Attendee  SPOC (Skip if they gave Welcome in lieu of Governor)  FirstNet State Consultation Staff
9:00	State Outreach Update	SPOC
	Outreach Support	FirstNet State Outreach Staff
	FirstNet Update & Consultation Process	FirstNet State Consultation Staff
11:30	Lunch	
12:30	Facilitated Discussion Users	FirstNet State Consultation Staff With SPOC
	Facilitated Discussion Coverage	FirstNet State Consultation Staff With SPOC
	Wrap-up & Next Steps	FirstNet State Consultation Staff With SPOC
4:00	Adjourn	

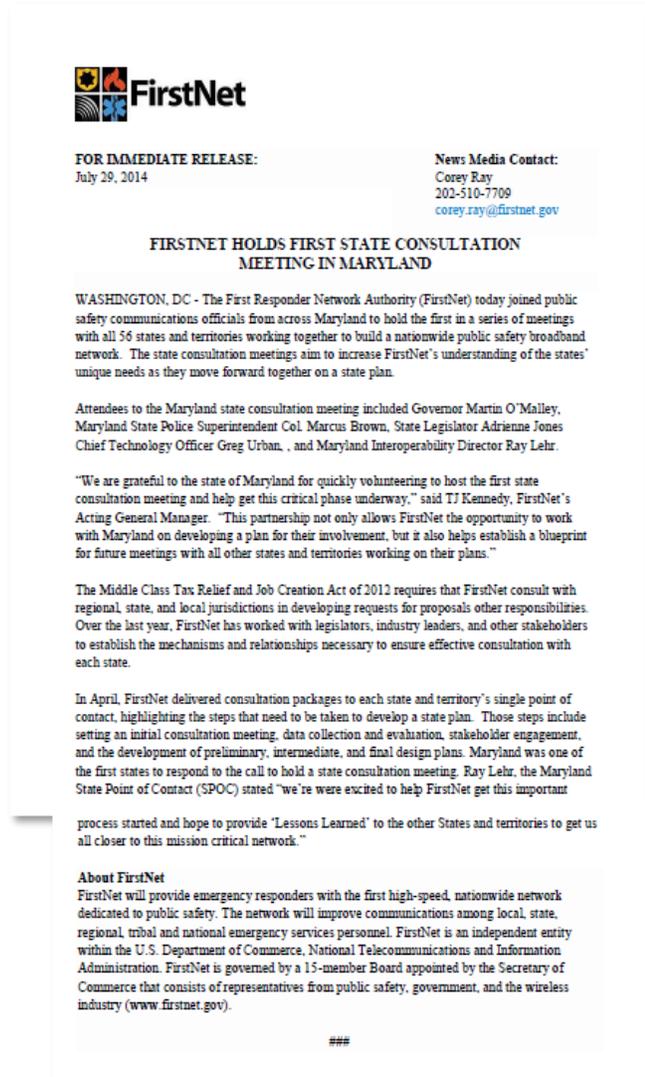
## Lesson Learned

In our de-brief we suggested flipping the State and FirstNet presentations to better set-up the topics. This is the revised version.



# Communications Plan

- We were approached by both media and some vendors about attending the session
  - We decided to make it a closed session so attendees could freely discuss State critical infrastructure and other security issues.
- To accommodate media, we issued a press release in cooperation with FirstNet before and had one ready for after the session wrapped up.



## Lesson Learned

Work with State communications staff to coordinate with FirstNet to provide basic meeting information to press and be ready for inquiries after your event.

# State Topics

Below are the slides we used to cover state topics – they should provide a good idea of what things we choose to discuss.

## State Topics

- Governance
- Disasters
- Major Events
- Eligible Users
- Coverage
- State Specific

### FirstNet Consultation 07/29/2014



Based on the Initial Consultation Checklist, these are the items we suggest covering in this first joint meeting.

- **Governance** is well defined so we'd skip through that.
  - **Disasters** helps establish potential needs
  - **Major Events** are known and can be pre-planned
  - **Eligible Users** is a function of events
  - **Coverage** is dictated by events
- And last we would discuss **State Specific** issues that help or hinder deployment and operation



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### Lesson Learned

Overall we thought this proved to be a good list of topics for Initial Consultation.

## Governance

### Statewide Interoperability Executive Committee (SIEC)

- Cabinet Level Participation
- Public Safety Leadership
- Legislature Participation
- IT/CIO Membership
- Transportation and Emergency Management
- Regional Representatives
- Interested Organizations (MACo, MML, Unions, etc.)

Subcommittees and Working Groups to be formed as needed



### Lesson Learned

Our Governance is well defined from past interoperability programs so we breezed through this topic.



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# Previous Disasters

## Disasters

### Disaster Declarations in MD Since 2000:

- Storms 7
- Hurricanes 3
- Tornado 1



## Lesson Learned

This generated good discussion of past disasters and the most likely future ones.

<http://www.fema.gov/disasters>

Number	Date	State/Tribal Government	Incident Description
4170	04/10/2014	Maryland	Snow Storm
4091	11/20/2012	Maryland	Hurricane Sandy
4075	08/02/2012	Maryland	Severe Storms and Straight-line Winds
4038	10/05/2011	Maryland	Remnants of Tropical Storm Lee
4034	09/16/2011	Maryland	Hurricane Irene
1910	05/06/2010	Maryland	Severe Winter Storms and Snowstorms
1875	02/19/2010	Maryland	Severe Winter Storm and Snowstorm
1652	07/02/2006	Maryland	Severe Storms, Flooding, and Tornadoes
1492	09/19/2003	Maryland	Hurricane Isabel
1409	05/01/2002	Maryland	Tornado
1324	04/10/2000	Maryland	Winter Storm

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## Lesson Learned

Good discussion of long lasting impact on LMR communications, cellular networks, difficulties in accessing sites.

## Disasters

### Location of Disaster Declarations since 2000.

- Hurricane, Tropical Storm – Entire State
- Winter Storm, Snow – Western, Central Maryland
- Tornado – Southern Maryland



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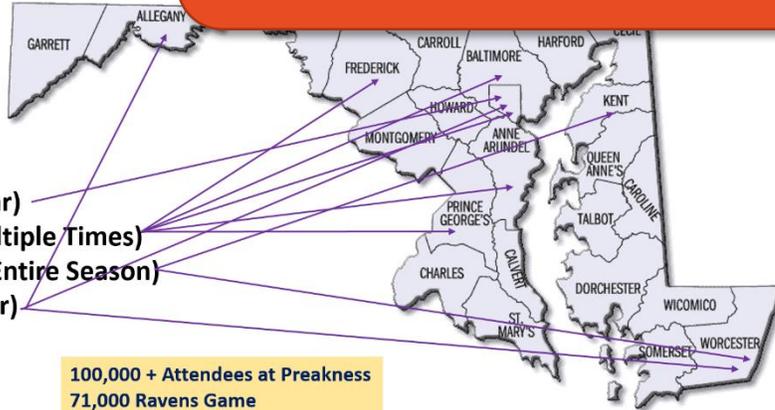


# Major Events

## Lesson Learned

We only focused on one event, the Preakness. Should have had more ICs from other events to discuss different scenarios and how FirstNet would help.

### Major Events



- Preakness (1 per year)
- Stadium Events (Multiple Times)
- Summer Activities (Entire Season)
- Conventions (All Year)
- Others???

100,000 + Attendees at Preakness  
 71,000 Ravens Game  
 40,000 Orioles Game  
 300,000+ Ocean City Visitors



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### Major Events

## Preakness 2013

### Public Safety Deployment:

- Fire
- Police
- EMS
- Transportation
- Special Units

INCIDENT RADIO COMMUNICATIONS PLAN				Incident Name	Date/Time Prepared	Operational Period Date/Time
4. Basic Radio Channel Utilization				Preakness 2013	5/14/2013	5/18/2013 0700-2100
Function	Radio Type/Cach	Group/Channel	Frequency/Tone	Assignment	Remarks	
COMMAND	800 MHz	BCFD EVENT2 (B7)		FIRE & EMS BRANCH	FD UNITS DISPATCH & MAIN OPS - ALL FD UNITS MONITOR	
EMS BRANCH TACTICAL	800 MHz	BCFD EVENT1 (B6)		EMS BRANCH	EXPANSION FOR EMS TACTICAL IF NEEDED - WILL BE ASSIGNED BY MCU	
SUPPRESSION GROUP TACTICAL	800 MHz	BCFD EVENT3 (B8)		FIRE BRANCH	EXPANSION FOR FIRE/HAZMAT TACTICAL IF NEEDED - WILL BE ASSIGNED BY MCU	
FIRE PREVENTION TACTICAL	800 MHz	BCFD TRN1 (B4)		FIRE PREVENTION GROUP	FFS WILL CONTACT FIRE BRANCH ON EVENT2 (B7) IF NEEDED	
HAZMAT TACTICAL	800 MHz	BCFD TRN2 (B6)		HAZMAT GROUP		
FIRE COMMAND INTRAOPS	800 MHz	BCFD ADMIN (B9)		FD COMMAND	COMMAND ONLY	
OEM TACTICAL	800 MHz	BCFD SUPRT1 (B2)		OEM		
FIRE LOGISTICS TACTICAL	800 MHz	BCFD SUPRT2 (B3)		LOGISTICS		
TBD	800 MHz	BCFD TALK2 (A11)		FIRE & EMS BRANCH	RADIO TO RADIO TALKAROUND - USE TBD	
INTEROPERABILITY	P2MILCO	16		COMMUNICATIONS	INTEROPERABILITY BETWEEN Pd/P2MILCO	
INTEROPERABILITY	LIFESTAR	TBD		COMMUNICATIONS	INTEROPERABILITY BETWEEN FD/LIFESTAR	
INTEROPERABILITY	800 MHz	CITY (B10)		COMMUNICATIONS	INTEROPERABILITY BETWEEN Pd/Pd	
INTEROPERABILITY	800 MHz	BCFD TRN2 (B6)		COMMUNICATIONS	FCE/MCU	
INTEROPERABILITY	700 MHz	BCFD CM-BCF-ROAM (T7)		COMMUNICATIONS	INTEROPERABILITY BETWEEN MEMA / BC UNIFIED COMMAND if needed	

5. Prepared by (Communications Unit) Patrick Walsh, BCFD



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## Lesson Learned

Avoid drifting into LMR discussions. Stay focused on wireless broadband.



## “This is your event on FirstNet”

We considered a specific event – the annual Preakness Race in Baltimore. We asked the Incident Commander, from that event, Chief Pat Walsh to talk to the group about how things might have gone differently with public safety broadband. We walked through the event’s preparation and response, considering fire, police, EMS, transportation, and special units. We talked about:

- Special challenges posed by this event
- Previous communications lessons learned and challenges
- What data sources are already being collected at the event (CCTV, CAD, GIS)
- How we could operationalize FirstNet to improve response
- Potential apps and uses of FirstNet

*Chief Pat Walsh BCFD describes how FirstNet would help at the Preakness by providing reliable data services for situational awareness, medic responses and more...*



### Lesson Learned

Having the IC who directs this event present led to great discussion of needs, capacity, types of applications, etc.

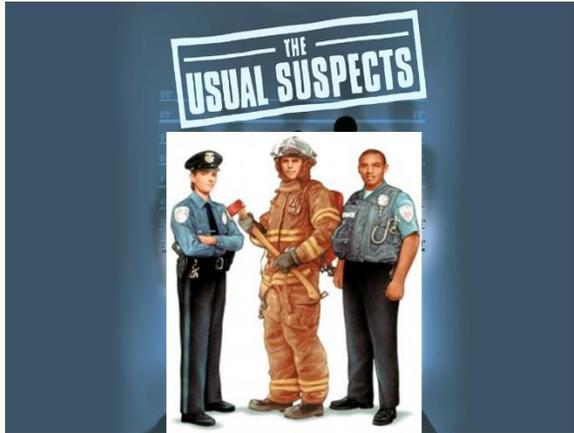
# Eligible Users

## Eligible Users

### Incident based:

Fire, Police, EMS, Emergency Management

But who else might need access to FirstNet?



## Lesson Learned

Good discussion of volunteer fire fighters, utilities, hospitals, busses for evacuation.

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# FirstNet Topics

- FirstNet Gave an Opening Presentation on the legislation and their progress with hiring key staff.
- They provided an overview or outreach resources and future plans
- Topics such as eligible users, coverage, current commercial use by State first responders and other requirements were discussed.
- Most of these decisions will hinge on State input, RFP responses, vendor recommendations and preliminary design considerations.



## Lesson Learned

In order to deliver a successful public safety technology project, you must know your stakeholders and establish a realistic set of requirements.

This will require many sessions like this in all 56 States/Territories. This means a definitive time line and specific design documentation are a TBD.

These consultations are focused on State requirements more so than FirstNet plans because it has to be “our network” when it is built.

## Next Steps

We agreed to do a “De-Brief” with FirstNet the following day

- This gave us a chance to absorb the day’s event and check with some of the attendees for their impressions
- FirstNet provided an evaluation form which many completed and results were positive
- FirstNet to provide written summary of the session
- Follow-up plans for more issue focused discussions as FirstNet gets closer to RFP release and has more information on design.



## Lesson Learned

- It was a packed day so depending on your topics you may consider a second ½ day so nothing is rushed
- De-brief and consolidated summary should be done for all States, Territories
- Record next steps during session so everyone knows what the process is
- Broaden the number of participants in future sessions by conducting issue specific workshops:
  - Users
  - Coverage
  - Assets

## Additional Questions?

- We tried to get this together as quickly as possible because we know other States are in the midst of planning for their Initial Consultations
- If we didn't answer a specific question you have, please contact us so we can discuss.
- We will continue to work with FirstNet to refine this process and help develop some templates for your use.
- Thanks for all the great work that you all have been doing. Maryland has benefitted greatly from that work and we're happy to share ours.

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*Happy Consulting!*

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